SS 44 (Rev. 12/07, NJ 5/08)

DATE

# CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

DEBORAH MARTIN  (b) County of Residence of First Listed Plaintiff  (c) Atternsy's (First Name, Address, Telephone Number and Email Address)  Craig Thor Kimmel, Esquire  Kimmel & Silverman, P. C.  30 E. Butler Pike.  Antonicys's (If Known)  Li U.S. Gerement  Phasint  (b) The Silverman P. C.  30 E. Butler Pike.  Antonicys's (If Known)  Li U.S. Gerement  Phasint  (c) A Gerement  Phasint  (d) E. Gerement  Phasint  (d) E. Gerement  (d) E. Gerement  (e) Li U.S. Ge	I. (a) PLAINTIFFS		DEFENDANTS	3107 T. T			
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U.S. Government Monta Party)    1 U.S. Government Monta Party)	Kimmel & Silverman, 30 E. Butler Pike Ambler, PA 19002 (215) 540-8888	P.C.	Attorneys (If Known)				
Prised   Column   C		,	(For Diversity Cases Only)	and One Box for Defendant)			
Defendant   (Indicate Citizenship of Parties in Item III)				1 🗇 1 Incorporated or Principal Place 🔘 4 🗇 4			
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Original Proceeding   2 Removed from State Court   3 Remanded from Appellate Court   4 Reinstated or   5 Interest of the State Court   7 Magistrate Judgment   7 Magistrate State Court   15 U.S. Civil Statute under which you are fitting (Do not cite jurisdictional statutes unless diversity):    VI. CAUSE OF ACTION   Cite the U.S. Civil Statute under which you are fitting (Do not cite jurisdictional statutes unless diversity):   Brief description of cause: Fair Debt Collection Practices Act	□ 110 Insurance     □ 120 Marine     □ 130 Miller Act     □ 140 Negotiable Instrument     □ 150 Recovery of Overpayment	PERSONAL INJURY    310 Airplane Product Liability   362 Personal Injury Med. Malpractic Med. Med. Malpractic Med. Malpractic Med. Med. Malpractic Med. Med. Med. Med. Med. Med. Med. Med.	CY	☐ 422 Appeal 28 USC 158 ☐ 433 Withdrawal ☐ 28 USC 157 ☐ 430 Banks and Banking ☐ 450 Commerce ☐ 460 Deportation ☐ 820 Copyrights ☐ 470 Racketer Influenced and ☐ Corrupt Organizations ☐ 840 Trademark ☐ 840 Cable/Sat TV ☐ 861 HIA (1395ff) ☐ 862 Black Lung (923) ☐ 863 DIWC/DIWW (405(g)) ☐ 864 SSID Title XVI ☐ 865 RSI (405(g)) ☐ 865 RSI (405(g)) ☐ 867 Taxes (U.S. Plaintiff or Defendant) ☐ 871 IRS—Third Party ☐ 26 USC 7609 ☐ 900 Appeal of Fee Determination — Act ☐ 900 Constitutionality of			
Explanation:  DOCKET NUMBER	VI. CAUSE OF ACTI  VII. REQUESTED IN COMPLAINT:	onoved from ate Court  Circ the U.S. Civil Statute under which you at 15 U.S. C SECTION 1692  ON Brief description of cause: Fair Debt Collection Practices A  CHECK IF THIS IS A CLASS ACTION UNDER F.R.C.P. 23	Reopened anothe (speciare filing (Do not cite jurisdictions)	refred from 6 Multidistrict 7 Judge from Magistrate From Litigation Judgment Judgment al statutes unless diversity):  CHECK YES only if demanded in complaint:			
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SIGNATURE OF ATTORNEY OF RECORD

# UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be used by counsel to indicate the category of the case for the purpose of assignment to appropriate calendar.									
Address of Plaintiff: 10026 Gen Tree Way, Sant	- ·								
Address of Defendant: 507 Pridential Road Harsham PA 19044									
Place of Accident, Incident or Transaction:  (Use Reverse Side For Additional Space)									
Does this civil action involve a nongovernmental corporate party with any parent corporation and	any publicly held corporation owning 10% or more of its stock?								
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))	Yes No No								
Does this case involve multidistrict litigation possibilities?	YcsU No[]								
RELATED CASE, IF ANY:  Case Number: Judge	Date Terminated:								
Civil cases are deemed related when yes is answered to any of the following questions:									
I. Is this case related to property included in an earlier numbered suit pending or within one year	previously terminated action in this court?								
17. 15 tills out tellined to properly installed in an earlier numbered son pending of which you	YesD Not								
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior suit action in this court?									
	Yes No								
3. Does this case involve the validity or infringement of a patent already in suit or any earlier num									
terminated action in this court?	Yes No No								
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights e	ase filed by the same individual?								
	Yes No No								
CIVIL: (Place ✓ in ONE CATEGORY ONLY)									
A. Federal Question Cases:  1. □ Indemnity Contract, Marine Contract, and All Other Contracts	B. Diversity Jurisdiction Cases: 1. □ Insurance Contract and Other Contracts								
2. □ FELA	2. D Airplane Personal Injury								
3. ☐ Jones Act-Personal Injury	3. D Assault, Defamation								
4. □ Antitrust	4. D Marine Personal Injury								
5. Patent	5.  Motor Vehicle Personal Injury								
6. □ Labor-Management Relations	6.  Other Personal Injury (Please								
	specify)								
7. Civil Rights	7. □ Products Liability								
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9. C Securities Act(s) Cases	9. □ All other Diversity Cases								
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ARBITRATION CERTIF									
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Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and bel	lief, the damages recoverable in this civil action case exceed the sum of								
\$150,000.00 exerusive of interest and costs;  □ Relief other than monetary damages is sought.									
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Attorney-at-Law	Attorney l.D.#								
NOTE: A triat de novo will be a trial by jury only if there l	has been compliance with F.R.C.P. 38.								
I certify that, to my knowledge, the within case is not related to any case now pending or wite except as noted above.	thin one year previously terminated action in this court								
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CIV. 609 (6/08)

# IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

# CASE MANAGEMENT TRACK DESIGNATION FORM

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(t	o) Social Security – Case and Human Services d				(	)
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(Civ. 660) 10/02

## UNITED STATES DISTRICT COURT 1 FOR THE 2 EASTERN DISTRICT OF PENNSYLVANIA 3 DEBORAH MARTIN, 4 Plaintiff 5 Case No.: ٧. б COMPLAINT AND DEMAND FOR 7 NCO FINANCIAL SYSTEMS, INC., JURY TRIAL 8 Defendant (Unlawful Debt Collection Practices) 9 10 **COMPLAINT** 11 DEBORAH MARTIN ("Plaintiff"), by and through her attorneys, KIMMEL & 12 SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, INC. 13 ("Defendant"): 14 15 INTRODUCTION 16 1. Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15 17 U.S.C. § 1692 et seq. ("FDCPA"). 18 19 JURISDICTION AND VENUE 20 21 2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states 22 that such actions may be brought and heard before "any appropriate United States district court 23 without regard to the amount in controversy"; and 28 U.S.C. § 1331, which grants this court 24 original jurisdiction of all civil actions arising under the laws of the United States. 25 1

- 3. Defendant conducts business and has an office in the Commonwealth of Pennsylvania; therefore, personal jurisdiction is established.
  - 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
  - 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

#### **PARTIES**

- 6. Plaintiff is a natural person residing in Santee, California, 92071.
- 7. Plaintiff is a person granted a cause of action under the FDCPA. See 15 U.S.C. \$1692k(a), and Wenrich v. Cole, 2000 U.S. Dist. LEXIS 18687 (E.D. Pa. Dec 22, 2000).
- 8. Defendant is a national debt collection company with its corporate headquarters located at 507 Prudential Road in Horsham, Pennsylvania, 19044.
- 9. Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6), and repeatedly contacted Plaintiff in an attempt to collect a debt of another person.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

#### PRELIMINARY STATEMENT

11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties.

See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and

 misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

- 12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.
- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.
- 14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt

collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

#### **FACTUAL ALLEGATIONS**

- 15. Beginning in or around November 2010 and continuing through April 2011,

  Defendant repeatedly and continuously placed harassing and abusive collection calls to Plaintiff
  seeking and demanding payment for an alleged consumer debt of another person.
- 16. Upon information and belief, the alleged debt Defendant was seeking to collect arose out of transactions, which were primarily for personal, family, or household purposes.
- 17. Defendant, its employees and servants harassed Plaintiff by making continuous calls to her home telephone number.
  - 18. Defendant identified the debtor as "Desiree Martin."
- 19. Plaintiff responded to Defendant's telephone contacts by advising Defendant that "Desiree Martin" did not live with her, that she did not know "Desiree Martin", that Defendant had the wrong telephone number, and not to contact her anymore.
- 20. On several occasions, Defendant deceptively claimed to Plaintiff that her telephone number would be removed from their database.
- 21. However, despite Plaintiff's instructions not to contact her and its assurances that her number would be removed from its database, Defendant continued to contact Plaintiff in its attempts to collect a debt of another person.
- 22. Additionally, on one occasion, Defendant contacted her and was so abusive in its tone and language to Plaintiff that she terminated the call.
  - 23. Fifteen minutes later, one of Defendant's representatives who claimed to be a

"supervisor," screamed at Plaintiff and told her she was being "rude" when Plaintiff again requested that her telephone number be removed from Defendant's database.

- 24. Most recently, on April 22, 2011, Plaintiff spoke with Defendant's representative, who identified himself to Plaintiff as "Mark," and "Mark" claimed to Plaintiff that it takes six (6) weeks to remove a name and number from Defendant's database and that Plaintiff may receive collection calls for another six (6) weeks.
- 25. Plaintiff found the idea of having to endure six (6) more weeks of harassing telephone call from Defendant unacceptable.
- 26. The repetitive calls to Plaintiff were disturbing, harassing, and an invasion of privacy.
- 27. Defendant failed to investigate or verify contact information prior to and after calling Plaintiff.

### CONSTRUCTION OF APPLICABLE LAW

- 28. The FDCPA is a strict liability statute. <u>Taylor v. Perrin, Landry, deLaunay & Durand</u>, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." <u>Russell v. Equifax A.R.S.</u>, 74 F. 3d 30 (2d Cir. 1996); <u>see also Gearing v. Check Brokerage Corp.</u>, 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); <u>Clomon v. Jackson</u>, 988 F. 2d 1314 (2d Cir. 1993).
- 29. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the

Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." <u>Johnson v. Riddle</u>, 305 F. 3d 1107 (10th Cir. 2002).

30. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3<sup>rd</sup> Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public - that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon, 988 F. 2d at 1318.

# COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 31. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:
  - Defendant violated the FDCPA generally;
  - b. Defendant violated §1692b(3) of the FDCPA by calling Plaintiff more than
    once in connection for the collection of a debt for another individual;
  - c. Defendant violated §1692c(b) of the FDCPA by communicating with Plaintiff

about a debt allegedly owed by another individual;

- d. Defendant violated §1692d of the FDCPA by harassing Plaintiff in connection with the collection of an alleged debt;
- e. Defendant violated §1692d(5) of the FDCPA, when it caused Plaintiff's telephone to ring repeatedly or continuously with the intent to harass, annoy or abuse Plaintiff;
- f. Defendant violated §1692f of the FDCPA by using unfair and unconscionable means with Plaintiff to collect or attempt to collect a debt; and
- g. Defendant acted in an otherwise deceptive, unfair and unconscionable manner and failed to comply with the FDCPA.

## PRAYER FOR RELIEF

WHEREFORE, Plaintiff, DEBORAH MARTIN, respectfully prays for a judgment as follows:

- a. All actual compensatory damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);
- b. Statutory damages of \$1,000.00 for the violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- c. All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and
- d. Any other relief deemed appropriate by this Honorable Court.

## **DEMAND FOR JURY TRIAL**

PLEASE TAKE NOTICE that Plaintiff, DEBORAH MARTIN, demands a jury trial in this case.

DATED: 06|17/11

RESPECTFULLY SUBMITTED,

KIMMEL & SILYERMAN, P.C.

By:

Craig Thor Kimmel
Attorney ID # 57100
Kimmel & Silverman, P.C.
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Ambler, PA 19002

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